GATEWAY PLAN from €34 per month including IVA

# Rental Host Services

## Empowering You to Maximise Your Income

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As professional hosts, we understand how important it is to maintain a consistent 5★ standard and ensure your guests have an excellent experience. That's why we pay close attention to detail to make sure everything is in order, from making sure lights work to small but important touches such as ensuring the kettle is scale free and the tumble dryer lint-free.

### Say **NO** to 20%

If you're a hands-on host that manages your own bookings, values control, seeks to optimise returns, and would prefer not to give up to 30% of your rental income to a full-service management company, Casa Concierge offers a refreshing alternative.

### INTRODUCING THE GATEWAY PLANs

Thoughtfully curated The Gateway Plans offer three levels of service: Gateway *Solo*, Gateway *Plus*, and Gateway *Ultima*. The Gateway Plans are designed as your entry point to a tailored property management experience, allowing you to add additional services as needed, rather than paying for those you don't require. For example, you could opt for the Gateway *Solo* plan and choose to use your own cleaner, whilst still having 24/7 key safe access for your guests and contractors. Below is an overview of what each plan includes.



## GATEWAY *Solo*

**€34 per month****

**The GATEWAY *Solo* plan includes:**

**Key Holding:** Your keys are safely stored, secure, and unidentifiable.

**Accessible Key Collection:** Guests and contractors enjoy round the clock, stress free key pickup, either in person, or via our secure key safe.

**Co-ordination of Emergency Repairs:** We'll take care of an emergency repairs to make your property safe and secure.

## GATEWAY *PLUS*

***From €49 per month****

**In addition, The Gateway *Plus* plan includes:**

**Emergency Call Out Monday to Friday 10am to 6pm:** Enjoy the peace of mind knowing that should urgent attention be needed for guests or tenants, local assistance is available. Weekends and public holidays are a sperate charge.

**Monthly Property Inspections:** Ensuring everything remains in excellent condition, secure, and well maintained.

## GATEWAY *ULTIMA*

***From €64 per month****

In addition to The Gateway *Solo* and Gateway *Plus* plans, The Gateway *Ultima* Plan also includes:

**Departure Inspection:** A check when guests vacate to ensure the property is left in good condition, to identify damage, missing items and the condition in which the property has been left.

**Bad Weather Check:** Whilst the Costa del Sol has 300 days of sunshine, when it rains it pours!

**Co-ordination of Routine serving, Maintenance and Replacement Goods:** We'll work with you to ensure your appliances and essential services stay in tip-top condition all year round.

*Prices are based on a two-bedroom property. For each additional bedroom beyond the initial two, an extra €7.50 will be added per bedroom.

**Plan Fees are inclusive of IVA.

# OPTIONAL SERVICES

If not included in your plan, enhance your guest experience and your plan with our optional services, available whenever you or your guests need them. Many guests now prefer a more independent arrival experience, but if a personal meet-and-greet is requested, we're always happy to provide a warm, welcoming introduction.

NOTE: Optional Services fees are subject to IVA

| SERVICES & PRICES | SERVICE DESCRIPTION |
|---|---|
| **Changeover Services:**<br>Cleaning from €18.50* per hour minimum 2 hours<br>Laundry charged per item. | A comprehensive changeover services ensuring your property is guest ready and includes change of linens, replenishing of toiletries and all cleaning materials are supplied. Laundry is done at our onsite laundry and charged per item. *Weekend changeovers are: €20 per hour for Saturdays and €24 per hour for Sunday changeovers. |
| **Guest Guide Production:**<br>€149 | Helping guests feel at home and ensuring their stay runs smoothly and that they follow the house and urbanisation rules is paramount for you, your neighbours and the community. |
| **Inventory Check:**<br>Up to 1 hour €34<br>1 to 2 hours €54<br>3 to 4 hours €74 | Never be caught short on essential supplies again. Our team will conduct a stock audit and provide you with clear recommendations on which items need restocking, ensuring your business runs smoothly at all times. |
| **Meet & Greet:**<br>€25 | Give your guests a warm welcome with our personal Meet & Greet service, available Monday to Friday 10:00 to 18:00. Guests are greeted upon arrival, ensuring they feel valued and at ease from the moment they step in. This service adds a personal touch to their stay and helps create lasting positive impressions. |

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|---|---|
| **Departure Inspection:**<br>Studio: €15<br>1 & 2 bed: €25<br>3 & 4 bed: €35<br>5 & 6 Bed: €45 | A check when guests vacate to ensure the property is left in good condition, it can identify damage, missing items and the condition in which the property has been left. This is useful if:<br>• A deposit is to be refunded<br>• A review is to be left by you the host |
| **Emergency Call Out:**<br>€25 call out fee, then €15 for each subsequent 30 minutes | Enjoy the peace of mind knowing that should urgent attention be needed at your property or for your guests, local on the ground assistance is available. €25 covers the first full hour. Covers Monday to Friday 10am to 6pm. |
| **Emergency Call Out:**<br>€35 call out fee, then €15 for each subsequent 30 minutes | Enjoy the peace of mind knowing that should urgent attention be needed at your property or for your guests, local on the ground assistance is available. €35 covers the first full hour. Covers 6pm to 10am, weekends & public holidays. |
| **Renovation Management:**<br>15% of the cost of the works | We'll work with you and liaise with your contractor, to oversee the small renovations. For example, painting and decorating, a bathroom or kitchen refurbishment, new windows or flooring. We can even obtain quotes for you to compare. |
| **Maintenance Co-ordination:**<br>10% of the cost of the works with a minimum €25 +IVA fee. | We partner with trusted contractors to secure competitive pricing while handling all routine and planned maintenance and repairs. |
| **Pantry Parcels:**<br>€25 in addition to the cost of the items | If you provide guest welcome parcels, this is a great option for you. |
| **Bad Weather & Property Inspections:**<br>Studio: €15<br>1 & 2 bed: €25<br>3 & 4 bed: 35<br>5 & 6 Bed: €45 | Ensuring everything remains in excellent condition, secure, and well maintained. Our inspections are thorough and proactive, helping identify any issues before they develop further. |

## THE SMALL PRINT!

- Contracts are for a minimum of 12 months.
- Fees are charged quarterly and payable quarterly in advance.
- Services commence on contract signing and receipt of the first quarter fees and calculated pro-rata according to start date.
- Plan fees are inclusive of IVA.
- If using the Casa Concierge ChangeOver service, at least 2 sets of keys are required to ensure a smooth transition between guests.
- This is not a full management service. You are responsible for your legal compliance and guest bookings.
- Areas Covered: Manilva & Casares.

## OTHER SERVICES




### Sales with Property Presentation

Did you know that most buyers decide if they love a property within just 11 seconds? Let Casa Concierge help you make those first impressions count. Sell your property with us and benefit from expert advice on presenting your home to maximise its value and sell your property faster.

**Sales Areas Covered:** Marbella to Sotogrande. For Sales Amrit on +34 711 09 08 10. For Holiday Home Care Plans and Host Services Andrea on + 34 711 05 22 60. For a look at all our services, visit: www.casaconcierge.es/services.